

NASA Headquarters  
Outsourcing Desktop Initiative for NASA (ODIN)  
Delivery Order Surveillance Plan

Approved by: \_\_\_\_\_  
Ed Brimberg, DOCOTR

Concurred: \_\_\_\_\_  
John Brett, CO

Version 2.0 – September 14, 2001

## **1 Overview**

The Outsourcing Desktop Initiative for NASA (ODIN) is an indefinite-delivery, indefinite-quantity fixed price Delivery Order (DO) W-19720 issued under the NASA-wide ODIN Contract NAS5-98140. The ODIN services provided are performed at NASA Headquarters (HQ) and any satellite facilities identified in the DO. The current DO is in effect until February 27, 2003.

## **2 Scope**

The HQ ODIN Surveillance Plan (Plan) describes the methodology used by NASA HQ to perform surveillance of the ODIN activities and evaluate the service quality provided through the HQ ODIN DO in accordance with the DO terms.

The Plan does not include explicit deliverables discretely called out in either the NASA HQ DO or the NASA-wide ODIN Contract. An example of an explicit deliverable is a Data Requirement Description (DRD).

The Plan security requirements are reviewed during integrated HQ-wide security reviews, and are not reviewed in ODIN QA Surveillance Reviews. The frequency and starting date of the HQ security reviews are not contained in this document.

## **3 Constraints**

The four ODIN performance surveillance strategies that may be utilized as appropriate for each specific surveillance area are:

- Sampling
- Audit
- Management Information Systems (MIS)
- Information Technology Security (ITS) review

### **3.1 Sampling**

Sampling is a quantitative approach to validate contractor performance, and involves random checks of the contractor's work performance.

### **3.2 Audits**

Audits review pre-determined checklists to determine if a specific service is provided in accordance with the terms of the Delivery Order.

### **3.3 Management Information Systems**

Management Information Systems (MIS) provide insight into contractor performance through assessment of stored data. Data generated by the ODIN contractor to manage processes or comply with DO deliverable data requirements is reviewed.

### **3.4 Information Technology Security reviews**

ITS reviews provide insight into the status of security awareness, threats, and vulnerabilities through assessment of compliance with known security requirements. All ODIN Surveillance items are all contained in Appendix A, but only the non-ITS Surveillance Items are in the ODIN Surveillance Schedule, Appendix B.

## Headquarters (HQ) ODIN Surveillance Plan

The NASA HQ DOCOTR determines the reporting format and schedule surveillance reporting for each item on a periodic basis, as defined in the schedule.

### **4 Surveillance Plan development process**

Version 1.0 of the Plan was developed by Mr. Ray Johnston of HQ Information Technology and Communications Division (HIT-CD) User Services during September – October, 2000, and involved input and review from:

- HIT-CD User Services
- Automated Data Processing / Telecommunications (ADP/T) Services,
- Support Services branches
- HQ ODIN Delivery Order Contracting Officer Technical Representative, Mr. Ed Brimberg
- Mr. John Brett, the HQ ODIN Delivery Order Contracting Officer

Version 2.0. was developed in the August – September, 2001 time frame, and involved the same functional participation as Version 1.0.

### **5 Inventory of Surveillance Plan Item Tracking Requirements**

The Surveillance Items identified in the Plan are based on DO requirements that have been solicited from HIT-CD employees based on their observations of Items identified during the HQ ODIN contract performance.

At the highest level the Items are grouped according to the following classifications:

- Data Requirement Description (DRD) certification processes
- Information Technology Security (ITS) certification processes
- User Services certification processes
- NASA HQ Operations certification processes
- Property / Asset Management certification processes

For Each Surveillance Item, the following data is captured in the Plan:

- Item Name
- Item Description
- Surveillance Method
- Code CI Surveillance Manager

The frequency of surveillance varies for each Surveillance Item, as defined in the schedule. However, when surveillance is performed, the Code CI Surveillance Manager reports the results to the ODIN DOCOTR, in either oral or written format, along with any recommended follow-up actions / activities that should be required.

Appendix A of this document contains the specific Surveillance Items, and is subject to change based on DOCOTR approval on an as-required basis without re-approval of the Plan. Appendix B contains the Surveillance schedule.

## Appendix A - HQ ODIN Surveillance Item Requirements by Item Number

<u>Item Nmbr</u>	<u>Item Name</u>	<u>Item Manager</u>
1.	Data Requirement Description (DRD) certification processes	Brimberg

### Description

Primary Surveillance Plan Process Group

<u>Item Nmbr</u>	<u>Item Name</u>	<u>Item Manager</u>
1.01.	Certify Asset Reporting processes (ODIN-1)	McDonough

### Description

Execution of this Item certifies that the Asset Reporting Requirements processes are accomplished in accordance with DRD Requirements, and that processes are in-place, appropriately followed, and produce the anticipated results.

<u>Item Nmbr</u>	<u>Item Name</u>	<u>Item Manager</u>
1.02.	Certify Performance Metrics processes (ODIN-2)	Johnston

### Description

Execution of this Item certifies that the Performance Metrics processes are accomplished in accordance with DRD Requirements, and that processes are in-place, appropriately followed, and produce the anticipated results.

<u>Item Nmbr</u>	<u>Item Name</u>	<u>Item Manager</u>
1.05.	Certify Invoice & Supporting Report Data (ODIN-6)	Lynch

### Description

Execution of this Item certifies that the Invoice & Supporting Report Data processes are accomplished in accordance with DRD Requirements, and that processes are in-place, appropriately followed, and produce the anticipated results.

<u>Item Nmbr</u>	<u>Item Name</u>	<u>Item Manager</u>
3.	Certify User Services processes	Brimberg

### Description

Primary Surveillance Plan process group

<u>Item Nmbr</u>	<u>Item Name</u>	<u>Item Manager</u>
3.01.	Certify integrated customer support / help processes	Arslan

### Description

User Services certification processes subgroup

<u>Item Nmbr</u>	<u>Item Name</u>	<u>Item Manager</u>
3.01.01.	Certify help desk resolution during the initial call	Williams

### Description

Execution of this Item certifies that typical problems that occur throughout the NASA HQ environment are able to be resolved by help desk personnel during the initial phone call.

## Appendix A - HQ ODIN Surveillance Item Requirements by Item Number

<u>Item Nmbr</u>	<u>Item Name</u>	<u>Item Manager</u>
3.01.02.	Certify the hours of service availability	Williams

### Description

Execution of this Item certifies that the availability hours of services defined in the HQ ODIN Contract / DO are in-place are appropriately staffed, e.g., laptop loaner, software library, and help desk.

<u>Item Nmbr</u>	<u>Item Name</u>	<u>Item Manager</u>
3.01.03.	Certify ODIN customer satisfaction	Williams

### Description

This activity certifies, through interviews with a randomly selected group of users and submitted customer satisfaction survey forms, that the customer community is satisfied with the services provided by the ODIN contract, and if not, what areas have been identified for improvement.

<u>Item Nmbr</u>	<u>Item Name</u>	<u>Item Manager</u>
3.02.	Work station configuration management processes	Walthall

### Description

User Services certification processes subgroup

<u>Item Nmbr</u>	<u>Item Name</u>	<u>Item Manager</u>
3.02.01.	Certify workstation / baseline configuration match	Bowman

### Description

Execution of this Item certifies that the as-built configuration of any workstation matches the baselined operable configuration.

<u>Item Nmbr</u>	<u>Item Name</u>	<u>Item Manager</u>
3.02.02.	Certify workstation restored to the baselined configuration	Bowman

### Description

Execution of this Item certifies that the processes to restore any workstation to the baselined operable configuration installation are in-place, appropriately followed, and produce the anticipated results.

<u>Item Nmbr</u>	<u>Item Name</u>	<u>Item Manager</u>
3.02.04.	Certify the clean/wipe process for re-issued equipment	McDonough

### Description

Certify that re-issued equipment is cleaned / wiped according to established policies / procedures.

<u>Item Nmbr</u>	<u>Item Name</u>	<u>Item Manager</u>
3.02.05.	Certify the ODIN software library CM processes	Bowman

### Description

Certify that all processes associated with identification, maintenance, and configuration management of ODIN software and baselined core loads are properly documented, executed, and managed through the ODIN software management library.

## Appendix A - HQ ODIN Surveillance Item Requirements by Item Number

<u>Item Nmbr</u>	<u>Item Name</u>	<u>Item Manager</u>
3.02.06.	Certify the availability of current software for home use	Bowman

### Description

Certify that the ODIN provided software for home use is available to the users at the current baselined version via the web and the software library and that all applicable instructions and documentation are current and accurate.

<u>Item Nmbr</u>	<u>Item Name</u>	<u>Item Manager</u>
3.03.	Certify laptop management processes	McDonough

### Description

User Services certification processes subgroup

<u>Item Nmbr</u>	<u>Item Name</u>	<u>Item Manager</u>
3.03.01.	Certify the laptop loaner issue / return processes	McDonough

### Description

Certify that the scheduled issue, and subsequent return, of laptop loaners and supporting peripherals, occur in a timely manner in accordance with approved policies and procedures, and do not cause unnecessary delay or disruption of services to the HQ laptop loaner user community.

<u>Item Nmbr</u>	<u>Item Name</u>	<u>Item Manager</u>
3.03.02.	Certify the laptop loaner stocking processes	McDonough

### Description

Certify that the appropriate number of laptops to support the HQ environment are in the laptop loaner pool, based on usage data provided by ODIN.

<u>Item Nmbr</u>	<u>Item Name</u>	<u>Item Manager</u>
3.03.03.	Certify the clean / wipe processes for loaner equipment	McDonough

### Description

Certify that loaner equipment is cleaned / wiped according to established policies / procedures.

<u>Item Nmbr</u>	<u>Item Name</u>	<u>Item Manager</u>
3.03.04.	Certify Computrace Installation and traceability processes	McDonough

### Description

Certify that Computrace is properly installed and functioning on all HQ laptops, and that lost laptops are appropriately reported per existing processes and procedures.

<u>Item Nmbr</u>	<u>Item Name</u>	<u>Item Manager</u>
3.04.	Technology refreshment certification processes	McDonough

### Description

User Services certification processes subgroup

## Appendix A - HQ ODIN Surveillance Item Requirements by Item Number

<u>Item Nmbr</u>	<u>Item Name</u>	<u>Item Manager</u>
3.04.01.	Certify compliance with HQ ODIN DO Attachment R	McDonough

### Description

Verify that work station deliveries are in accordance with Attachment R NSTL certification.

<u>Item Nmbr</u>	<u>Item Name</u>	<u>Item Manager</u>
3.04.02.	Certify ODIN quarterly technology refresh plan	McDonough

### Description

This process certifies that hardware and software refresh occurs in accordance with the ODIN quarterly refresh plan.

<u>Item Nmbr</u>	<u>Item Name</u>	<u>Item Manager</u>
3.04.03.	Certify compliance with accelerated refresh requirements	McDonough

### Description

Certify that hardware and software identified in ODO as accelerated refresh obtain the refresh per the refresh schedule.

<u>Item Nmbr</u>	<u>Item Name</u>	<u>Item Manager</u>
3.05.	Certify availability of electronic documentation	Bowman

### Description

This process certifies that all appropriate electronic documentation that is required per the ODIN DO is available and readily accessible to any HQ user.

<u>Item Nmbr</u>	<u>Item Name</u>	<u>Item Manager</u>
4.	Certify NASA HQ Operations processes	Stigberg

### Description

Primary Surveillance Plan process group

<u>Item Nmbr</u>	<u>Item Name</u>	<u>Item Manager</u>
4.01.	Certify NASA Network Operations Center processes	Latyak

### Description

NASA HQ operations processes subgroup

<u>Item Nmbr</u>	<u>Item Name</u>	<u>Item Manager</u>
4.01.01.	Certify NOC operations & maintenance procedures	Latyak

### Description

Certify that the NOC operations and maintenance procedures are in place, appropriately updated and followed, and produce the anticipated results for the DNS, dial-in access, firewall, switch port maintenance, IP data base update, monitoring and paging system maintenance. etc.

Note: New wording coordinated with John Latyak.

## Appendix A - HQ ODIN Surveillance Item Requirements by Item Number

<u>Item Nmbr</u>	<u>Item Name</u>	<u>Item Manager</u>
4.01.02.	Certify the NOC wire closet floor diagrams	Latyak

### Description

Review the NOC wire closet floor diagrams to ensure that all appropriate information is captured, maintained and presented.

<u>Item Nmbr</u>	<u>Item Name</u>	<u>Item Manager</u>
4.01.03.	Certify the NOC Internet Protocol (IP) management DB	Latyak

### Description

Certify that the NOC IP management data base captures appropriate information, that the information is properly maintained, and that the information is readily available for review in formats and reports that are meaningful to personnel who require the information.

<u>Item Nmbr</u>	<u>Item Name</u>	<u>Item Manager</u>
4.01.04.	Certify the NOC documentation	Latyak

### Description

Certify that the NOC Network Management, Router, Switch, Closet Switch, and NHCC Switch Architecture documentation is in-place, correct, and provides the required operational information.

<u>Item Nmbr</u>	<u>Item Name</u>	<u>Item Manager</u>
4.01.05.	Certify the NOC utilization Reports	Latyak

### Description

Review all reports concerning NOC Border Router, Switched Hubs, and Service Router Utilization to ensure that the reports produce all required data.

Note: New wording coordinated with John Latyak.

<u>Item Nmbr</u>	<u>Item Name</u>	<u>Item Manager</u>
4.02.	Certify NHCC processes	Latyak

### Description

NASA HQ operations processes subgroup

<u>Item Nmbr</u>	<u>Item Name</u>	<u>Item Manager</u>
4.02.01.	Certify NHCC documentation	Latyak

### Description

Certify NHCC server processes subgroup

<u>Item Nmbr</u>	<u>Item Name</u>	<u>Item Manager</u>
4.02.01.02.	Certify NHCC Operations & Maintenance processes	Latyak

### Description

Certify that the NHCC hardware operations and maintenance scheduling processes are in-place, appropriately followed, and result in the performance of all activities required to maintain the NHCC.



## Appendix A - HQ ODIN Surveillance Item Requirements by Item Number

<u>Item Nmbr</u>	<u>Item Name</u>	<u>Item Manager</u>
4.02.01.03.	Certify NHCC documentation and procedures	Latyak

### Description

Review the systems documentation to ensure that all required information is present and provided in sufficient detail for systems administrators to properly maintain their systems.

<u>Item Nmbr</u>	<u>Item Name</u>	<u>Item Manager</u>
4.02.02.	NHCC server configuration management processes	Latyak

### Description

Certify NHCC server processes subgroup

<u>Item Nmbr</u>	<u>Item Name</u>	<u>Item Manager</u>
4.02.02.02.	Certify server configuration / restore to baseline	Latyak

### Description

Certify that the as-built configuration of any server matches the baselined operable configuration defined in as-built system diagrams, equipment function documentation, equipment documentation, and network connection information. Demonstrate that a replacement server could be assembled that would be functionally identical to the original baselined server.

<u>Item Nmbr</u>	<u>Item Name</u>	<u>Item Manager</u>
4.02.02.03.	NHCC server software configuration management processes	Latyak

### Description

Execution of this Item certifies that the ODIN NHCC software configuration management processes are in-place, appropriately followed, and produce the anticipated results.

<u>Item Nmbr</u>	<u>Item Name</u>	<u>Item Manager</u>
4.02.03.	Certify NHCC escalation processes	Latyak

### Description

Certify that the NHCC escalation processes are in-place, appropriately followed, and that the identified individuals are contacted when escalation is necessary.

<u>Item Nmbr</u>	<u>Item Name</u>	<u>Item Manager</u>
4.02.04.	Certify NHCC backup / fallback / restore processes	Latyak

### Description

Certify NHCC server processes subgroup

<u>Item Nmbr</u>	<u>Item Name</u>	<u>Item Manager</u>
4.02.04.04.	Certify NASA Administrative Computer Complex (NACC) backup / fallback processes	Latyak

### Description

Certify that the NACC backup and fallback processes are in-place, appropriately followed, and that a required fallback can be successfully accomplished through utilization of these processes.

## Appendix A - HQ ODIN Surveillance Item Requirements by Item Number

<u>Item Nmbr</u>	<u>Item Name</u>	<u>Item Manager</u>
4.02.04.05.	Certify NHCC systems backup / tape rotation processes	Latyak
<b>Description</b> Certify that the NHCC backup and tape rotation processes are in-place, appropriately followed, and that data can be recovered / restored for the duration of the required backup period.		
<u>Item Nmbr</u>	<u>Item Name</u>	<u>Item Manager</u>
4.03.	Certify the NASA HQ operations telephone processes	Barrett
<b>Description</b> NASA HQ operations processes subgroup		
<u>Item Nmbr</u>	<u>Item Name</u>	<u>Item Manager</u>
4.03.01.	Certify the Telephone System capabilities	Barrett
<b>Description</b> Certify that the telephone system is maintained according to requirements. Provide a database of cross-connect records showing every line in use and spares. Show outages and repair times. Provide Wiring diagram showing each floor with drop locations.		
<u>Item Nmbr</u>	<u>Item Name</u>	<u>Item Manager</u>
4.03.02.	Certify the Cable TV cable plant capabilities	Barrett
<b>Description</b> Certify the cable TV plant wiring diagrams that show the cable installed on each floor. Verify data on video balancing tests and when last balanced.		
<u>Item Nmbr</u>	<u>Item Name</u>	<u>Item Manager</u>
5.	Property / Asset Management certification processes	McDonough
<b>Description</b> Primary Surveillance Plan process group		
<u>Item Nmbr</u>	<u>Item Name</u>	<u>Item Manager</u>
5.01.	Certify the catalog pricing processes	McDonough
<b>Description</b> Execution of this Item certifies that all aspects of the catalog pricing adhere to agreed methodology.		
<u>Item Nmbr</u>	<u>Item Name</u>	<u>Item Manager</u>
5.02.	Certify catalog services	McDonough
<b>Description</b> Execution of this Item certifies that the contents of the Catalog are provided in accordance with the DO and other agreed to documentation, e.g., consumables, triage 1 software, and hard copy documentation.		

## Appendix A - HQ ODIN Surveillance Item Requirements by Item Number

<u>Item Nmbr</u>	<u>Item Name</u>	<u>Item Manager</u>
5.03.	Validate Government-owned, ODIN-managed items in NEMS	McDonough

### Description

Validate that the NASA Equipment Management System (NEMS) data for Government-owned, ODIN-managed resources is up-to-date, complete, correct, and maintained.

<u>Item Nmbr</u>	<u>Item Name</u>	<u>Item Manager</u>
5.04.	Certify Government-owned, ODIN-managed items in ODO	McDonough

### Description

Validate that the ODIN Delivery Order (ODO) System data for ODIN-managed resources is up-to-date, complete, correct, and maintained.

<u>Item Nmbr</u>	<u>Item Name</u>	<u>Item Manager</u>
5.05.	Certify the clean/wipe process for excess equipment	McDonough

### Description

Certify that excessed equipment is cleaned / wiped according to established policies / procedures.

# Appendix B - NASA HQ ODIN Surveillance Review Schedule

ID	Task Name	2002												2003										
		10	11	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5			
1	Perform Quarterly ODIN Surveillance Review	Johnston 🗓			Johnston 🗓			Johnston 🗓			Johnston 🗓			Johnston 🗓			Johnston 🗓							
8	1. Certify Data Requirement Description (DRD) processes																							
9	1.01. Certify Asset Reporting processs (ODIN-1)	McDon 🗓															McDon 🗓							
12	1.02. Certify Performance Metrics processes (ODIN-2)				Johnston 🗓															Johnston 🗓				
15	1.05. Certify Invoice and Supporting Report Data (ODIN-6)	Ly 🗓	Ly 🗓	Ly 🗓	Ly 🗓	Ly 🗓	Ly 🗓	Ly 🗓	Ly 🗓	Ly 🗓	Ly 🗓	Ly 🗓	Ly 🗓	Ly 🗓	Ly 🗓	Ly 🗓	Ly 🗓	Ly 🗓	Ly 🗓	Ly 🗓				
34	3. Certify User Services processes																							
35	3.01. Certify Integrated customer support / help processes																							
36	3.01.01. Certify help desk resolution during the initial call				Williams 🗓						Williams 🗓						Williams 🗓							
40	3.01.02. Certify the hours of service availability				Williams 🗓						Williams 🗓						Williams 🗓							
44	3.01.03. Certify ODIN customer Satisfaction	Williams 🗓						Williams 🗓						Williams 🗓										
48	3.02. Certify workstation configuration management processes																							
49	3.02.01. Certify workstation / baseline configuration match	Bowman 🗓															Bowman 🗓							
52	3.02.02. Certify workstation restored to the baselined configuration										Bowman 🗓													
54	3.02.04. Certify the clean / wipe processes for re-issued equipment	McDon 🗓						McDon 🗓						McDon 🗓										
58	3.02.05. Certify the ODIN software library configuration management (CM) processes				Bowman 🗓												Bowman 🗓							
61	3.02.06. Certify the availability of current software for home use	Bowman 🗓						Bowman 🗓						Bowman 🗓										
65	3.03. Certify Laptop management processes																							
66	3.03.01. Certify the laptop loaner issue / return processes				McDon 🗓																			

Project: New Surveillance Schedule  
Date: Thu 9/13/01

Task   
Split   
Progress 

Milestone   
Summary   
Project Summary 

External Tasks   
External Milestone   
Deadline 

# Appendix B - NASA HQ ODIN Surveillance Review Schedule

ID	Task Name	2002												2003											
		10	11	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5				
68	3.03.02. Certify the laptop loaner stocking processes				McDon																				
70	3.03.03. Certify the clean / wipe process for loaner equipment	McDon				McDon												McDon							
74	3.03.04. Certify the Computrace installation and traceability processes				McDon				McDon												McDon				
78	3.04. Certify Technology Refreshment processes																								
79	3.04.01. Certify compliance with HQ ODIN DO Attachment R	McDon				McDon				McDon				McDon				McDon	McDon						
86	3.04.02. Certify ODIN quarterly technology refreshment plan	McDon				McDon				McDon				McDon				McDon	McDon						
93	3.04.03. Certify compliance with accelerated refresh requirements	McDon							McDon							McDon									
97	3.05. Certify availability of electronic documentation				Bowman												Bowman								
100	4. Certify NASA Headquarters (HQ) Operations processes																								
101	4.01. Certify NASA Network Operations Center (NOC) processes																								
102	4.01.01. Certify NOC operations and maintenance procedures				Latyak												Latyak								
105	4.01.02. Certify the NOC wire closet floor diagrams				Latyak												Latyak								
108	4.01.03. Certify the NOC Internet Protocol (IP) management data base	Latyak																Latyak							
111	4.01.04. Certify the NOC documentation							Latyak																	
113	4.01.05. Certify the NOC utilization reports							Latyak																	
115	4.02. Certify the NASA HQ Computer Complex (NHCC) processes																								
116	4.02.01. Certify the NHCC documentation																								
117	4.02.01.02. Certify NHCC Operations and Maintenance processes	Latyak																Latyak							

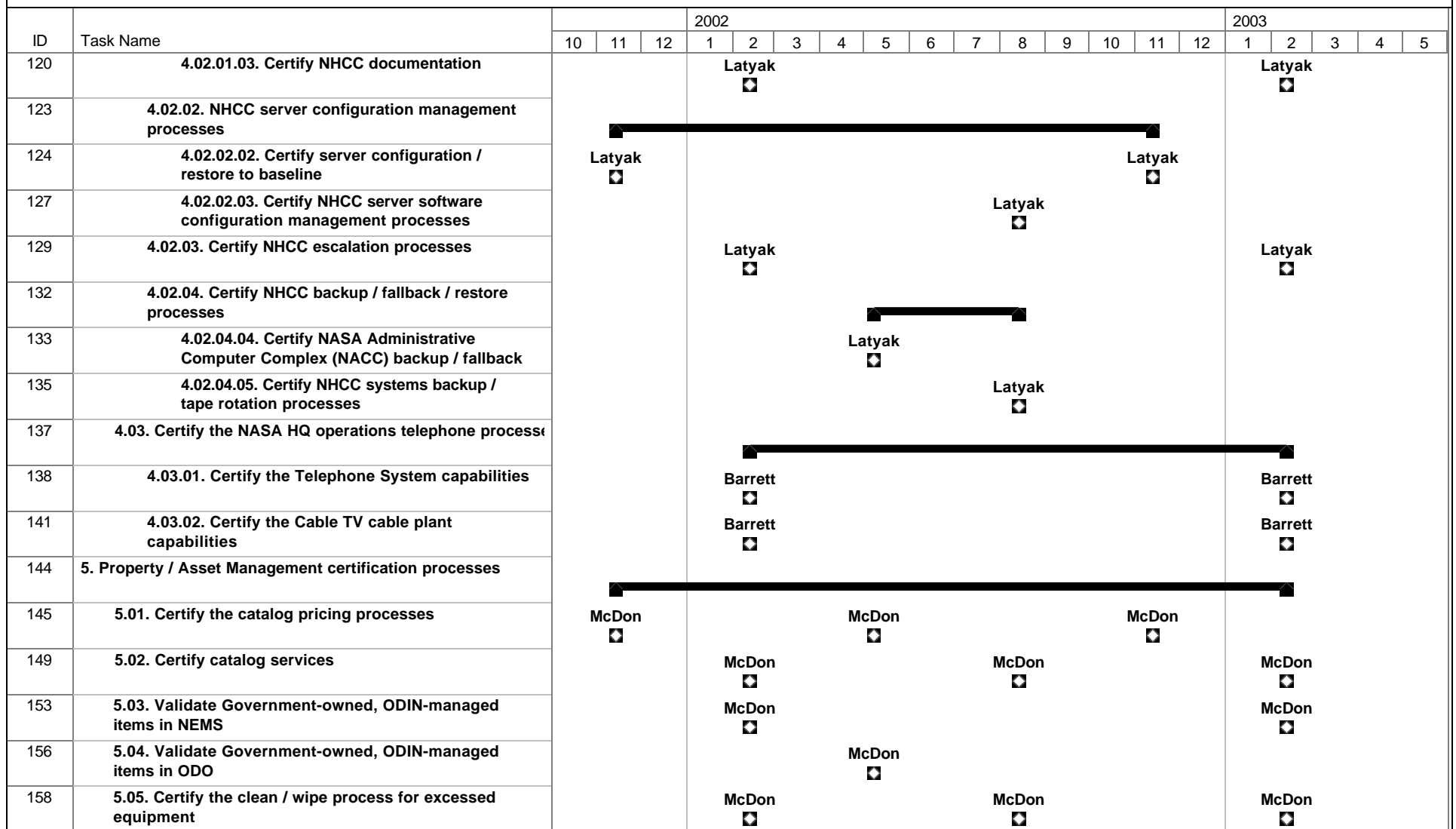
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Task   
Split   
Progress 

Milestone   
Summary   
Project Summary 

External Tasks   
External Milestone   
Deadline 

# Appendix B - NASA HQ ODIN Surveillance Review Schedule



Project: New Surveillance Schedule Date: Thu 9/13/01	Task		Milestone		External Tasks	
	Split		Summary		External Milestone	
	Progress		Project Summary		Deadline	